Information Technology Resource Management Council (ITRMC)
August 26, 2009, Meeting Minutes
(Approved by Council October 2, 2009)

The August 26, 2009 meeting of the Information Technology Resource Management Council was held in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

ATTENDANCE
Members/Designate(s) Present:
Mike Gwartney, Director, Dept. of Administration (Chair)
Richard Armstrong, Director, Dept. of Health and Welfare
Donna Jones, State Controller
Representative Branden Durst
Dennis Gribble, Vice President and CIO, Idaho Power Company
Jerry Piper, Operations Manager, Cambridge Telephone Company
Craig Potcher, Information Technology Bureau Chief, Dept. of Fish and Game
Steve Steiner, Idaho Bureau of Homeland Security
Designates –
  Tracie Bent, Office of the State Board of Education
  Steve Raschke, Idaho State Police
  Troy Wheeler, State Dept. of Education

Absent Members:
Senator Patti Anne Lodge
Senator Les Bock
Representative Tom Loertscher
Mike Rush, Executive Director, State Board of Education
Col. Jerry Russell, Director, Idaho State Police
Col. Bill Shawver, Director, Idaho Bureau of Homeland Security
Tom Luna, Supt. of Public Instruction
John Peay, IS Director, Idaho Supreme Court
Tony Poinelli, Deputy Director, Idaho Association of Counties

Others Present:

Greg Anders, Idaho Commission for Libraries	Jon Eckerle, Office of the CIO
Joseph Austin, Legislative Services Office	Gail Ewart, Office of the CIO/ IGO
Shannon Barnes, Idaho Transportation Dept.	Michael Farley, Dept. of Health & Welfare
Garry Beaty, City of Boise	Bill Farnsworth, Office of the CIO
Eric Beck, Dept. of Labor	Mark Fenn, City of Boise
Sally Brevick, Office of the CIO	Dan Goicoechea, State Controller's Office
Steve Butz, City of Boise	Tom Gostas, City of Boise
George Burns, City of Boise	Michael Guryan, Office of the CIO
Carla Casper, Office of the CIO	Bob Hough, Dept. of Labor
Victor Clifton, City of Boise	Harvey Hughett, University of Idaho
Cheryl Dearborn, Office of the CIO	Bob Hunter, INX
Dena Duncan, Office of the CIO	Sharon Jensen, City of Boise
	Sharon Keene, Dept. of Environmental Quality

Mike Key, Idaho State Police
Gregory Lindstrom, Division of Purchasing
Scot Maring, Office of the CIO
Jodi McCrosky, Qwest
Dawn Peck, Idaho State Police
Terry Pobst-Martin, Office of the CIO
Jon Pope, Idaho Transportation Dept.

Mike Seifrit, Idaho Dept. of Juvenile Corrections
Joel Strickler, Qwest
Steve Wilson, State Tax Commission
Eric Wing, City of Boise
Cheryl Wrzesinski, City of Boise
Tim Zaspel, City of Boise
Greg Zickau, Office of the CIO

CALL TO ORDER
Director Gwartney, Chairman, welcomed members and guests present and called the meeting to order.

ITRMC IT Achievement Awards Ceremony
With Greg Zickau (Chief Technology Officer), Director Gwartney presented three group and three individual awards to state, local government, and institutions of higher education for the successful deployment of information technology to assist agencies and officials in innovatively executing their duties and providing accessible, cost-effective services to Idaho's citizens, businesses, and visitors. The following awards were presented:

Digital Government Applications: Idaho Legislative Services
IT Project Management: University of Idaho
Collaborative Partnership: Idaho Dept. of Health & Welfare
IT Technician of the Year: Chris Wood from the Dept. of Labor
Applications Developer of the Year: Chris Schmidt from City of Boise
IT Manager of the Year: Norma Clark from Legislative Services

There were no submissions for the categories Securing Digital Government, and GIS Professional of the Year. For more information, including executive summaries for the winning nominations, visit the ITRMC website at: http://idaho.gov/itrmc

APPROVAL OF PREVIOUS MEETING MINUTES
MOTION: Representative Durst moved and Steve Steiner seconded a motion to approve the meeting minutes from June 24, 2009; the motion was passed.
(http://idaho.gov/itrmc/council/minutes/2009/20090624_ITRMC_meeting_minutes.pdf)

SECURITY UPDATE
Terry Pobst-Martin provided an update on Policy 4200. (refer to slides:
http://idaho.gov/itrmc/council/minutes/2009/20090826_Security.pdf)

Questions and Discussion
• Ms Pobst-Martin clarified for Rep. Durst that the budget included the cost of background checks for current employees being covered by the State. With regard to new employees, it would be the decision of the relevant agency whether or not the cost should be borne by the agency or the prospective employee.

- Rep. Durst queried further how it was determined which employees should be background-checked. Ms Pobst-Martin explained that the figure of 5000 was a rough estimate based on interest from various agencies. It was unlikely to include those employees who have a single sensitive hardcopy document pass through their hands on occasion; this was primarily for those employees who have access to an electronic data base or large files.

- Dawn Peck from the Bureau of Criminal Identification with the Idaho State Police (ISP) shared some comments with the Council.
  - The Bureau is the State conduit to the federal fingerprint-based system and Ms Peck cautioned that a name-based check created an impression of a thorough check but in fact was limited to only Idaho records. There had been instances whereby employees who had passed a name-based check, had records of arrests in other states.
  - Decisions had to be made about the consequences of a background check that revealed criminal records, taking into account the type of conviction, the time period that had lapsed. The Departments of Education and Health & Welfare have very good policies in this regard that have been in place for a number of years.
  - Based on her experience in this type of work with the State for 19 years, Ms Peck felt that even the handling of single paper documents with sensitive information, could be as critical if compromised, as a whole data system.
  - Background fingerprint checks are processed through the Bureau within three working days.

- Director Armstrong and State Controller Jones noted their support for the efforts made by Ms Pobst-Martin. There were no objections to continuing to pursue legislation action regarding background fingerprint-based checks.

IDAHO SPATIAL DATA INFRASTRUCTURE - UPDATE

Gail Ewart presented the Framework Standards Development Policy and Template to the Council (refer to slides: http://idaho.gov/itrmc/council/minutes/2009/20090826_FrameworkStdsDevPolicy.pdf)

Questions and Discussion
- Steve Raschke of the Idaho State Police noted that Colonel Russell (unable to attend this meeting) was seeking clarification on a few points, but these would not slow down the adoption of the policy if that was what the Council wanted. Since this meeting Ms Ewart has responded to Col. Russell's queries regarding the federal programs and activities supporting NSDI. These had no impact on the standard.

- Rep. Durst queried whether there any major challenges regarding implementation of a standard policy across urban and rural areas. Ms Ewart commented that each organization, county, and city was at a different stage of GIS maturity and there were other aspects of the planning that were designed to assist those jurisdictions struggling to achieve capability. The standards are very minimal to begin with and are not expected to have any fiscal impact. These are a means of sharing out data in a standardized form. Ms Ewart commented further that the federal agencies involved in land management were engaged in all meetings in this regard, in particular the Bureau of Land Management.

- Dennis Gribble questioned the lack of an exemption process. Ms Ewart distinguished this policy setting out a process for developing standards, from the standards themselves. Since this policy specifies a process, it was difficult to imagine a situation in which the process would not be followed.

- Garry Beaty, City of Boise, commented that, in an emergency situation, it was surprising how much data was available and how much was not available. Secondly, data did not stop at the border of cities or counties and the statewide effort was hugely important. Mr Beaty expressed his support for these efforts and the value of the work being undertaken by the Idaho Geospatial Office.

- Craig Potcher conveyed the comments of support and appreciation he had received from his GIS staff regarding the extraordinary job that Ms Ewart had done.

MOTION: State Controller Jones moved and Craig Potcher seconded a motion to approve Policy 5030 – Framework Standards Development; the motion was passed unanimously.

Ms. Ewart went on to update the Council regarding the parcel mapping fund, Enterprise License Agreement (ELA), framework stewardship developments, and the broadband mapping project. (refer to slides: http://idaho.gov/itrmc/council/minutes/2009/20090826_ISDI.pdf)

Questions and Discussion
- Rep. Durst mentioned that there could be legislative difficulty in obtaining general funding for parcel mapping, which should be a county function.

- Ms. Ewart clarified for Jerry Piper that the ELA was an opportunity for state agencies, there is a Master Purchase Agreement that is already available for local government and other entities.

- Ms. Ewart confirmed for Mr. Piper that the broadband mapping was part of an FCC opportunity through the National Telecommunications Information Administration. The project partner is the Puget Sound Center for Teaching, Learning and Technology.

- Rep. Durst questioned whether the private sector was required to be part of the mapping project. Ms. Ewart noted that there were a number of provisions in the grant opportunity that speak to private sector participation in providing information to the collaborative partner in order to assist in the mapping and availability of information. Ms. Ewart herself is the liaison currently for this project.

- Mr. Piper noted that some of the counties cannot afford at this time to obtain the software, this will be a great opportunity for those counties but the funding will be a challenge. Director Gwartney advised that all possible grant opportunities were being researched.

ITRMC 101 – STATUTORY RESONSIBILITIES
Greg Zickau provided a refresher presentation to the Council on their statutory responsibilities (refer to slides: http://idaho.gov/itrmc/council/minutes/2009/20090826_ITRMC101_Statutes.pdf)

ITRMC PROJECT REVIEW PROCESS – UPDATE

Mike Guryan updated the Council on progress with the review of agency projects (refer to slides: http://idaho.gov/itrmc/council/minutes/2009/20090826_Project_Review.pdf)

Questions and Discussion
- Rep. Durst queried the handling of similar projects between agencies over different fiscal years. Mr. Guryan cited as example of this, the desire of several agencies for an electronic document management system over the next few years. There is no standard in place for this but this area has been identified as requiring further research. Craig Potcher commented that there were multiple levels of opportunity:
  o when project timelines varied across different years, vendors could be approached with this in mind;
  o with document imaging and VOIP (voice over IP) for instance, projections can be made over the next three to five years and opportunities identified;
  o if an agency has already implemented something, then their contract could perhaps be leveraged for other agencies;
  o an agency might be able to provide a service for another agency that cannot afford it.

- Greg Zickau commented that two studies (one by the Office of Performance Evaluations and another commissioned by this Council and chaired by Garry Beaty) had made a recommendation that the State have a Project Reporting Office within the OCIO. The current efforts involving the review of agency projects have provided some insight into the scope of the work involved and the benefit of having a Project Reporting Office that could take the lead on collaborative opportunities.

IDANET TRANSITION PLAN

Mike Guryan provided an update on the transition from IDANET. (refer to slides: http://idaho.gov/itrmc/council/minutes/2009/20090826_Idanet.pdf)

Questions and Discussion
- Rep. Durst queried whether a cost comparison had been undertaken between building out the current network as compared to a private carrier, with regard to the MAN (Metropolitan Area Network). Mr. Guryan remarked that this had not been researched. The State has existing infrastructure, most of which is not used because some of the infrastructure urgently needs to be upgraded. From a COOP (Continuity of Operations Plan) perspective, there is some risk and the MAN provides a means of having capability without relying on those part of the infrastructure that require upgrading. Mr. Guryan noted further that the State would benefit from the work being undertaken by the Idaho Education Network, which includes the expansion of the broadband network through Idaho.

EMAIL CONSOLIDATION UPDATE

Carla Casper advised the Council that the consolidation project was still moving forward, albeit a little more slowly at this time. To date 33 agencies (about 750 users) have been migrated, the initial phase when complete will comprise 5000 users. It had originally been hoped that the initial phase would be completed by the end of FY09 but the preparation and migrations have taken longer than anticipated.

Mailbox charges

It had been anticipated that the cost per mailbox, per month would be $5. The cost for the initial phase has been reduced to $2.42 for a 250Mb box, which does not include enhancements but does include Microsoft exchange licensing. For agencies that already have exchange licensing, the cost will be $1.50.

By comparison (per mailbox / per month)
Delaware: $20.16 for 185Mb with features
Illinois: $12.50 for 100Mb
Louisiana: $14.00 for 50Mb
Nebraska: $7.00 for 250Mb (closest comparison to Idaho)

Carla noted that the charges in Phase 1 are the phased costs that keep the system going, it does not include the enhancements, such as archiving, Microsoft Unified Messaging, or complete business continuity (although back-up is provided at the core system). The OCIO is using existing support staff currently but as further agencies migrate, further staff will be required and that will be an additional cost. The migration model is agency-driven so agencies can choose to have the additional enhancements and pay the additional costs accordingly. Enhancements will not be provided unless deemed necessary by the agencies.

Challenges encountered:
- Customized applications created by third parties or in-house staff, who may no longer be available to explain functionality.
- Time for preparation and migration has been longer than anticipated.
- Some agencies have domain controllers which have been pulled out in favor of using that of the consolidated system, this has caused some latency issues which are still being worked through. It is possible the consolidated system architecture might have be altered slightly.
- Agencies' IT staff already have full workloads and have difficulty accommodating the added responsibilities of preparing for a migration.
- There is currently a perceived lack of momentum, due in part to the state of the economy as funding was not received to continue migrations in FY2010. Migrations will continue until the first phase is complete, with funding provided by the OCIO to cover the ongoing costs. Further funding will be sought for FY2011, and when funding becomes available, the project will continue.

Director Gwartney reiterated that this project was a high priority for the Governor as well as himself, and he appreciated the efforts that had been made thus far.

IDAHO EDUCATION NETWORK (IEN)- UPDATE

Greg Zickau shared a list of schools that will be connected during phase 1a of the IEN. (http://idaho.gov/itrmc/council/minutes/2009/20090826_IENSchools.pdf)
Mr. Zickau explained that the IEN project was moving at a phenomenal pace; the $3 million in stimulus funding had not been available until July 1 and within 60 days thereafter schools in Phase 1a will be connected, have equipment in place, and content will be delivered across the network during the first week of the new school year. Many schools are planning to share teachers and have their students enrolled for dual enrollment so that they can apply towards associated Bachelor degrees. Emmett and Weiser will be sharing teachers and these classes will be available to any other schools connected to the network. Meridian School District will be contributing courses on advanced calculus and a history of the holocaust, again, these will be available to any school that is connected.

Schools were specifically chosen for Phase 1a that would be challenging to reach, and that is why there is trenching work going on right now to Weiser.

Mr. Zickau cited an interesting case that has occurred during the first phase: Bonners Ferry and Sandpoint schools currently have 3Mb and 23Mb of bandwidth per second respectively and through the IEN these will be increased to 18Mb and 45Mb. The connectivity for those schools goes to a central office and that point is further aggregated, in this case to Coeur d'Alene. Coeur d'Alene does not currently have the capacity to handle the level of traffic that the IEN will be providing to these schools, and Qwest (a vendor partner of the IEN) will be upgrading the capacity, tripling it in fact, from Coeur d'Alene to the rest of the world. This will not only meet the needs of the schools but will benefit everyone in the business and private community in that region.

Director Gwartney commented on the great work that had taken place already and suggested that the Council connect to a school class at a future meeting.

NEW BUSINESS
There was no new business to come before the Council.

ADJOURNMENT
Director Gwartney thanked those in attendance and adjourned the meeting. The next meeting of ITRMC has been brought forward to Friday, October 2, 2009, from 9:30 to 11:30 a.m. in the East Conference Room of the Joe R. Williams Building in Boise.

Respectfully submitted,

Sally Brevick, Office of the CIO